

# Terms & Conditions

**1. Ordering information.** You may place orders by telephone (800-348-0748, 8:30 a.m. – 5:00 p.m. Eastern time), by fax (706-276-2242) any time, or by email (sales@blueridgewoodcrafts.com). In general, orders sent by fax are most efficient; if requested we will acknowledge receipt of your faxed order. For telephone orders, it is a good practice to obtain the name of our Sales Associate who takes your order; if questions arise on the order, you will be able to talk with the person most familiar with your order.

**2. Shipments to new customers.** We will ship C.O.D unless orders are pre-paid by credit card. [Visa, MC, Discover], or certified check. *Please note that there is a fee charged by the carrier for all C.O.D. shipments.* All prices are F.O.B. our warehouse unless prior arrangements are made. Payments should always be sent to us a P.O. Box 566, Ellijay, GA 30540.

**3. Add-on orders.** We process all orders as rapidly as possible after receipt, so that we may ship promptly. For that reason, add-on orders will require the creation of a new order, priced according to quantities on that new order.

**4. Open accounts.** You may apply for open account status with us. To do so, request a credit application. Please allow 3-4 weeks for credit approval.

**5. Handling Charge.** A fee of \$3.50 is applied to all UPS orders. Truck shipments will have a \$4.50 handling fee applied. The handling fee is not a part of the shipping or C.O.D charges.

**6. Prompt Shipment.** Prompt processing and shipment of your order is very important to us. Almost all orders are shipped from stock, usually on the day we receive the order. However, a very few of our products may occasionally be out of stock. At the time you place your order, we can verify that the items you need are in stock. If an item is out of stock, you may choose to cancel that item and re-order later or to place it on back-order status; however, you must specify that the out-of-stock item is to be backordered. We recognize that, in your business, there are often rush orders that you must fill for your customers. That is why we make a great effort to ship every order on the same day that it is received, if at all possible. However, for greatest assurance of same day shipment, it is important that we receive your orders before early afternoon. We cannot always guarantee same day shipment or orders received after 2 p.m. Eastern time. When you request that we ship overnight or second-day, we ask you to guarantee the shipping costs by credit card.

**7. Shipments.** Shipment of orders is by Federal Express, United Parcel Service, or by trucking line. Generally, orders for 10 or more cases will be shipped by truck. When you are paying the freight, we will ship by whatever methods you specify. Please note that trucking companies will make additional charges to deliveries to a residence [as opposed to a business address.] If you refuse a shipment, you will be liable for all of the shipping charges and a 15% restocking fee. The balance must be paid before regular shipment can be resumed.

## **8. Damaged or lost items and returns.**

• **Damaged or lost items.** It is very important for you to check your order carefully on receipt. Be sure that you have checked the shipment for damage and for the correct number of cases before you accept it. All claims for lost or damaged merchandise must be noted with the carrier at the time of receipt in order for you to file a claim. Our liability ceases after we have the carrier's receipt for the material in good order.

• Blue Ridge Mountain Woodcrafts will not be responsible for damage to marble shipped by UPS or Federal Express.

• **Returns.** You must obtain a return authorization number from us. That number must appear on the outside of each package returned. If we have not made an error in shipping you must pay the return shipping costs. There is a 15% re-stocking fee for return of items ordered by customer error. Credit will be issued on for material received by us in saleable condition and in the original packaging. We cannot issue credit for damaged, used or otherwise unsaleable materials, nor for custom made items. We will not ordinarily issue return authorization after two weeks of you receiving the shipment. If we make an error in shipping we will arrange to have merchandise picked up and will reship according to the original terms at no cost to you. A credit will be issued upon receipt of returned merchandise.

**9. Returned checks.** A fee of \$36.00 will be assessed for any checks returned unpaid by our bank. Future orders will be shipped only when pre-paid by cashier's check, money order, credit card, or other certified funds, pending review by our credit department. *Uncollected checks will be turned over to a collection agency and the check writer will be liable for all collection costs.*

**10. Terms for open account orders.** Net amount is due 30 days from the date of the invoice. Payment may be made by check or money order. Credit cards are accepted at the time of placing the order; payment by credit card after we prepare an invoice is subject to a 2% surcharge. Interest is charged at 1.5% per month [19.6% per annum] on all past due accounts, accruing from the date of the invoice, and there is a \$25.00 late payment fee. Orders for customers whose accounts are past due will be shipped C.O. D. Credit Card payment is accepted for past due accounts only when it is understood that the accrued interest and late charge is included. Accounts more than 60 days past due may be turned over for collection, and the costs of collection will be added to the account.

**11. All prices are subject to change without notice.** We try to keep our prices as low as possible, but changes in our manufacturing costs and costs from our suppliers can and do occur. We make every effort to see that our catalog prices are printed correctly, but we are not responsible for typographical errors.

**12. After sale service.** *Our customers are very important to us.* If there is a problem, we want to hear it; we will do our best to solve it. Please call our Customer Service Department when we can be of assistance. We are always pleased to have your suggestions on how we can do a better job or serving you.

**13. Collection Fees.** *If it is necessary to place you account for collection, late fees, all legal fees, court costs, collection fees and other associated costs, plus interest at 1.5% per month [19.6 per annum] will be charged to you account and must be paid by you.*